



# Homecare Service

Quality  
assessment and  
treatment delivered  
remotely



## St Patrick's Mental Health Services

St Patrick's Mental Health Services is Ireland's largest independent, not-for-profit mental health service provider, providing inpatient and homecare services from sites at St Patrick's University Hospital, St Patrick's Lucan and Willow Grove Adolescent Unit, as well as community and outpatient services through its nationwide Dean Clinic network.

### Homecare service

Homecare is a tailored mental healthcare service, offering the highest quality assessment and treatment, delivered to service users remotely, as an alternative to admission to an inpatient facility. The service is available for adults and adolescents over the age of 12.



## What does Homecare offer?

The Homecare service provides many of the same aspects of care that an inpatient receives. Homecare does preclude some elements of care, for example, physical assessment on admission. All elements of the service are provided remotely using telecommunications.

Service users availing of this programme are placed under the care of a consultant psychiatrist and a specific multidisciplinary team (MDT), and will receive;

- An individual care plan
- Daily, or more frequent contact from a member of their MDT by video call or by phone
- Weekly or more frequent participation in an MDT meeting
- Regular medication and prescription reviews, with additional measures in place to ensure that medication is received through liaison with local community pharmacies (these costs are covered by St Patrick's Mental Health Services)
- Appropriate individual therapy sessions with members of the MDT delivered by video call
- Appropriate ongoing psychotherapeutic interventions
- 24 hours per day, seven days per week support
- Remote access to a range of therapeutic, recreational and social activities.

### Who is part of a multidisciplinary team (MDT)?

- Psychiatrist
- Registrar
- Psychiatric nurses
- Team liaison nurses
- Clinical psychologists
- Counselling psychologists
- Social workers
- Occupational therapists
- Pharmacists

Other specialist therapists may also be involved in our service users' care.



## Technical Support

Using video call, phone or email, the Homecare service delivers the care needs of service users using the best available and most appropriate technology.

A dedicated Service User IT Helpdesk can assist service users if they need technical support or if they have any issues accessing their appointments through Microsoft Teams.

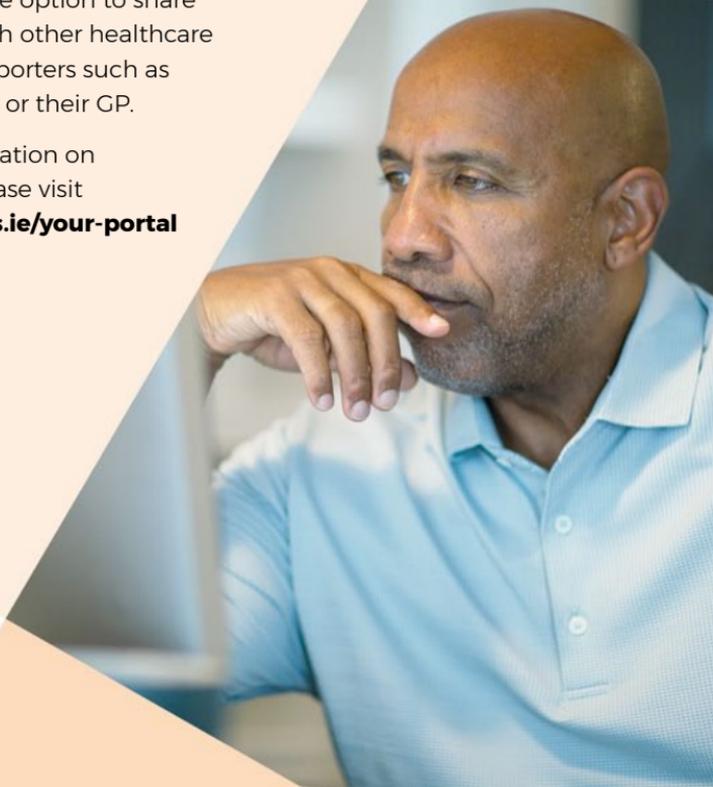
This helpdesk is available Monday - Friday, 9.00am - 5.00pm on **01 249 3629** or via email on **[suits@stpatsmail.com](mailto:suits@stpatsmail.com)**



St Patrick's Mental Health Services' online service user portal will enable service users to record, share and view their own health-related information using their computer, smartphone or tablet.

'Your Portal' will provide service users on Homecare the option to share their records with other healthcare providers or supporters such as family members or their GP.

For more information on 'Your Portal', please visit **[www.stpatricks.ie/your-portal](http://www.stpatricks.ie/your-portal)**



## Frequently Asked Questions

### 1. How is suitability for Homecare assessed?

All referrals for Homecare are reviewed by a consultant psychiatrist and a team of experienced clinicians to assess suitability. Service users are fully informed of their options in advance and are given the opportunity to discuss them in detail with our team. Anyone accessing our services remotely is provided with guidance and instructions before their scheduled appointment or virtual admission.

### 2. Is Homecare covered by health insurance providers?

All of the main health insurers provide the same level of cover for Homecare as they do for all other services.

### 3. Do service users receive the same level of care as they would on-site?

Homecare is designed to provide an effective alternative service to inpatient on-site admissions for appropriately assessed service users. The assessment, care and treatment is comparable in many ways to that received by service users who are on-site. However, as with all mental healthcare interventions, successful recovery needs the full and active participation of the recipient of care.

**4. What if a service user needs to be admitted to hospital while under the care of Homecare?**

In all cases a bed is reserved on-site in one of our three approved centres, both to ensure that we treat the number of patients within capacity, and that each patient is reassured that there is a bed reserved specifically for them, if needed.

**5. What diagnosis-specific programmes are available?**

Addiction services, anxiety disorders, bipolar disorder, depression programme, eating disorders, psychosis recovery programme, young adult programme, older adults, and individual therapies such as CBT. Once referred to a member of the MDT team, the programme clinical staff will assess a service user's suitability for day programme options.



## Referrals to Homecare

GPs can send eReferrals electronically via Healthlink or their GP Practice IT Management System (such as Socrates or HealthOne). This is a secure and fast way to send referrals, with a copy of the referral automatically saved into a patient's records on the GP Practice Management System.

Alternatively, a referral form can be downloaded from our website, completed, and faxed to the Referral & Assessment Service at 01 249 3609.

To download a referral form or to access a step-by-step guide to referring electronically to St Patrick's Mental Health Services, please visit **[www.stpatricks.ie](http://www.stpatricks.ie)**.

To contact our Referral and Assessment team, please call **01 249 3635**.



## Social and Recreational Activities

Service users on Homecare are actively encouraged to participate in general therapeutic activities and programmes. Sessions are not compulsory, however, participation is encouraged as it helps to embed the individual elements of their care and treatment in to their recovery.

Activities include:

- Daily morning lecture (Mon - Fri)
- Weekly occupational therapy lecture
- Social work lecture
- Open dietetics
- Morning/afternoon anti-tension relaxation
- Mindful yoga
- Yoga nidra
- Art therapy
- Information Café
- Introduction to mindfulness
- Pillars of Wellness programme

We also offer one-off activities that may be of benefit to, and enjoyable for, service users.



A photograph of a man with dark hair, wearing a white long-sleeved shirt and blue jeans, sitting on a grassy field. He is looking down at a silver laptop open on his lap, with his hands on the keyboard. The background is a bright, sunny outdoor setting with green grass and some yellow flowers. The image is framed by a white diagonal shape on the left and an orange diagonal shape on the right.

**IRISH  
HEALTHCARE  
AWARDS**

2020

**WINNER**

## Irish Healthcare Awards

St Patrick's Mental Health Services' Homecare service was awarded the 'Mental Health Initiative of the Year' in the 2020 Irish Healthcare Awards, Ireland's leading medical awards.

## For further information

For further information on Homecare and remote services please call our Support and Information service on **01 249 3333**, email **info@stpatsmail.com** or visit **www.stpatricks.ie**.

If you've a query in relation to a referral, please call our Referral and Assessment Service on **01 249 3635**.



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